

WHAT IS CLAIMED IS:

1. In a system for enhanced business analysis and management, a combination comprising:

first means defining the status of complex system/organization components in terms of issues and relationships; and

second means for quantifying the agreement among various system/organizational components relative to selected systems/organizational tool characteristics,

whereby benchmarks are established for orienting and/or monitoring system/organization change and improvement.

2. In a business method for enhanced business analysis and management, the steps comprising:

defining the status of complex system/organization components in terms of issues and relationships; and

quantifying the agreement among various system/organizational components relative to selected systems/organizational tool characteristics,

whereby benchmarks are established for orienting and/or monitoring system/organization change and improvement.

3. A combination/method as set forth in either claims 1 or 2, wherein said tool characteristics include:

the metric "CLARITY".

4. A combination/method as set forth in either claims 1 or 2, wherein said tool characteristics include:

the metric "INVOLVEMENT".

5. A combination/method as set forth in either claims 1 or 2, wherein said tool characteristics include:

the metric "LEVERAGE".

6. A combination/method as set forth in either claims 1 or 2, wherein said tool characteristics include:

the metric "PRIORITY".

5 7. A combination/method as set forth in either claims 1 or 2, wherein said tool characteristics include:

the metric "RELATIVE PRIORITY".

8. A combination/method as set forth in either claims 1 or 2, wherein said tool characteristics include:

10 the metric "INTEGRATION".

9. A combination/method as set forth in either claims 1 or 2, wherein said tool characteristic includes the metric "CLARITY" which is determined by the criteria analysis:

$$Clarity = \frac{Links(confirmed)}{Link(confirmed) + Links(unconfirmed)}$$

15 the range of clarity is  $0 \leq 1$ , where 0 represents a total lack of clarity and 1 represents perfect agreement (within the preset agreement criteria).

10. A combination/method as set forth in either claims 1 or 2, wherein said tool characteristic includes the metric "INVOLVEMENT" which is determined by the criteria analysis:

20 
$$Involvement = \frac{L}{N(2^{N-1} - 1)}$$

where: L = confirmed links with Importance  $\geq 3$

N = total population ( $[2^{N-1} - 1]$  represents the maximum number of links in a population of size N)

the range of involvement is  $0 \leq 1$ , where 0 = no important interactions with others and  
25 1 = full involvement.

11. A combination/method as set forth in either claims 1 or 2, wherein said tool characteristic includes the metric "LEVERAGE" which is determined by the criteria analysis:

$$Leverage = \frac{L_1 + 2L_2 + 3L_3 + 4L_4 + 5L_5}{5N(2^{N-1} - 1)}$$

5 where:  $L_a$  = number of confirmed links with Importance = a

$N$  = total population ( $[2^{N-1} - 1]$  represents the maximum number of links in a population of size  $N$ )

the range of leverage is  $0 \leq 1$ , where 0 = no leverage and 1 = maximum leverage.

10 12. A combination/method as set forth in either claims 1 or 2, wherein said tool characteristic includes the metric "PRIORITY" which is determined by the criteria analysis:

$$Priority = \frac{L_1 + 2L_2 + 3L_3 + 4L_4 + 5L_5}{10N(2^{N-1} - 1)}$$

where:  $L_a$  = number of half-links with Impact = a

$N$  = total population ( $[2^{N-1} - 1]$  represents the maximum number of links in a population of size  $N$ )

15 the range of priority values is  $0 \leq 1$ .

13. A combination/method as set forth in either claims 1 or 2, wherein said tool characteristic includes the metric "RELATIVE PRIORITY" which is determined by the criteria analysis:

20  $Relative Priority = \frac{P_n}{\sum_i P_i}$

where:  $P_n$  = Priority value of issue n

i = issue number

14. A combination/method as set forth in either claims 1 or 2, wherein said tool characteristic includes the metric "INTEGRATION" which is determined by the criteria analysis:

$$Intergration = \frac{L_1 + 2L_2 + 3L_3 + 4L_4 + 5L_5}{5N_1N_2}$$

5 where:  $L_a$  = number of confirmed links between unit 1 and unit 2 with

Importance = a

$N_1, N_2$  = total number of links in unit 1 and unit 2

the range of integration is  $0 \leq 1$ , where 0 = no connection between units and 1 = full integration.

10 15. Each and every novel feature and/or combination of novel features herein disclosed.